

Virtual Care Platform Checklist

A guide to evaluating your virtual care technology solution

TECHNOLOGY FEATURES

- Modern, intuitive, mobile-friendly UX for both patients and clinicians
- Ease of integration with existing systems
- Smart routing technology for clinician-patient matching
- Supports both asynchronous and synchronous care
- Supports new modalities of care, such as RPM
- White-labeled

COMPREHENSIVE FEATURES

- Integrated, nationwide clinician network
- Load balancing functionality to accommodate patient demand variability
- Clinical operations support
- Integrated compliance solutions
- Flat, low software licensing fee
- Flex-based pricing for clinician access

CLINICIAN UX / EHR

- Built-in EHR
- Interoperability with other EHRs
- Patient identity verification
- Guided medical assessment
- Built-in ePrescribing
- Built-in lab requisition and review
- Treatment planning and refer out capabilities
- Clinical documentation (SOAP notes)
- Chat functionality

PATIENT UX / EHR

- Patient identity verification
- Integrated payment processing
- Treatment plan review
- Email notifications
- Text notifications

CLINICAL OPERATIONS FEATURES

- Treatment area clinical protocols
- Clinical quality assurance protocols
- Clinician training on virtual care, HIPAA compliance, clinical protocols, and your brand
- Clinical operations support

LEGAL COMPLIANCE FEATURES

- HIPAA-compliant privacy and security standards
- NP supervision management
- State and federal telehealth compliance
- Medical malpractice coverage
- Cyber-liability and tech E&O insurance
- Nationwide "Friendly PC" entities

5 Standards for Best-in-Class Virtual Care Platforms

1. Ensure security and privacy are never in question
2. Utilize proven frameworks for virtual clinical protocols
3. Engage consumers with a great experience, measured by clinical outcomes and patient delight
4. Be designed for scalability and future care applications
5. Intelligently access clinician supply based on fluctuations in patient demand